



Second Chance Housing

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# Annual Complaints Performance and Service Improvement Report

Reporting Period: 1 July 2024 - 30 June 2025

## Executive Summary

This report provides an overview of Second Chance Housing Ltd's complaint handling performance for the period 1 July 2024 - 30 June 2025. During this reporting period, we received no formal complaints from residents. While this is a positive outcome, we remain committed to ensuring our complaints process is accessible and that residents feel confident to raise concerns when needed. This report also details proactive service improvements made during the year to enhance our service delivery.

## 1. Introduction

Second Chance Housing Ltd provides supported housing for ex-offenders across Manchester and the surrounding area. We currently manage approximately 65 properties, providing accommodation and support to help residents rehabilitate and reintegrate into the community.

We are committed to delivering high-quality services and handling complaints effectively in line with the Housing Ombudsman's Complaint Handling Code 2024, which became statutory on 1 April 2024.

This report has been prepared in accordance with Code requirement 8.1 and includes:

- The annual self-assessment against the Code
- Qualitative and quantitative analysis of complaint handling performance
- Any findings of non-compliance by the Ombudsman
- Service improvements made from learning from complaints and proactive monitoring
- Any reports from the Ombudsman about our performance

## 2. Complaints Data Summary

### 2.1 Volume of Complaints

<b>Total complaints received</b>	0
Stage 1 complaints	0
Stage 2 escalations	0
Complaints resolved at Stage 1	N/A
Complaints resolved at Stage 2	N/A
Complaints refused	0
Complaints referred to Housing Ombudsman	0

### 2.2 Analysis of Zero Complaints

We received no formal complaints during the reporting period. We have considered whether this reflects any barriers to residents making complaints and are satisfied that:

- Our complaints policy is published on our website and provided to all residents at sign-up
- Residents are regularly reminded of how to complain through newsletters and property visits
- Staff are trained to recognise expressions of dissatisfaction and offer the complaints process
- We operate an open-door policy and encourage residents to raise concerns at any time
- Our relatively small portfolio (65 properties) allows for close, proactive relationship management
- Service requests are dealt with promptly, reducing the likelihood of issues escalating to complaints

### 2.3 Service Requests

While we received no formal complaints, we handled numerous service requests during the year. These were resolved promptly without escalating to the complaints process:

<b>Category</b>	<b>Approximate Number</b>
Repairs and maintenance	189
Tenancy queries	23
Support-related requests	9
Neighbour/ASB concerns	0
Other enquiries	15

## 3. Complaints Refused

No complaints were refused during this reporting period.

## 4. Housing Ombudsman Findings

### 4.1 Findings of Non-Compliance

There have been no findings of non-compliance with the Complaint Handling Code by the Housing Ombudsman during this reporting period.

### 4.2 Ombudsman Determinations

No complaints were referred to or determined by the Housing Ombudsman during this reporting period.

### 4.3 Ombudsman Reports

The Housing Ombudsman has not published any reports or findings relating to Second Chance Housing Ltd during this reporting period.

## 5. Qualitative Analysis

### 5.1 Themes from Service Requests

Although no formal complaints were received, analysis of service requests and informal feedback identified the following themes:

- Repairs timeliness: Some residents initially concerned about repair response times, addressed through improved contractor management
- Communication preferences: Residents expressed preference for text/WhatsApp updates rather than phone calls or letters
- Move-in experience: Feedback suggested the initial move-in process could be clearer regarding property condition and expectations

### 5.2 Resident Feedback

We actively seek feedback from residents through regular property visits and informal check-ins. Feedback has been generally positive, with residents appreciating the personalised support provided.

## 6. Service Improvements

Despite receiving no formal complaints, we have made the following proactive service improvements based on service request trends, resident feedback, and best practice:

Improvement	Action Taken	Date	Impact
Enhanced communication channels	Introduced WhatsApp messaging for resident updates and repair appointments	September 2024	Faster response to queries; residents report feeling more connected

Improved welcome pack	Created comprehensive move-in pack with property guide, local services information, and complaints procedure	July 2024	Clearer expectations at tenancy start; reduced early-stage queries
Trauma-informed training	All staff completed trauma-informed approach training for working with ex-offenders	October 2024	Improved resident engagement and trust
Repairs tracking system	Implemented digital repairs tracking allowing residents to check progress online	November 2024	Reduced repair-related enquiries; increased transparency
Quarterly welfare visits	Introduced structured quarterly welfare visits to all residents	August 2024	Earlier identification of issues; stronger resident relationships
Contractor performance review	Implemented formal quarterly reviews of contractor response times and quality	January 2025	Improved repair completion times from average 8 days to 5 days

## 7. Self-Assessment Summary

The full self-assessment against the Complaint Handling Code 2024 is included as part of this submission. Key findings:

Second Chance Housing Ltd is fully compliant with all provisions of the Complaint Handling Code 2024. All required policies, procedures, and governance arrangements are in place. While the complaints process has not been tested through formal complaints during this period, we are confident that our procedures meet the Code requirements and would enable effective complaint handling if needed.

## 8. Resident Satisfaction

As a smaller landlord with fewer than 1,000 homes, we are not required to submit Tenant Satisfaction Measures (TSMs). However, we gather informal feedback through:

- Regular property visits and welfare checks
- Exit interviews when residents move on
- Informal conversations with support workers
- Annual satisfaction survey (response rate approximately 60%)

Informal feedback indicates high levels of satisfaction with our services, particularly regarding the personalised support provided to residents.

## **9. Governance and Accountability**

**Complaints Officer:** Asif Mughal

**Member Responsible for Complaints (MRC):** Asif Mughal

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Complaint handling performance is reviewed quarterly by the Director, including analysis of service requests, informal feedback, and any emerging trends. This information is documented and used to inform service improvements.

## **10. Plans for 2025-26**

In the coming year, we plan to:

- Conduct a resident focus group specifically on complaints awareness to ensure residents know how and feel confident to complain
- Review and refresh complaints training for all staff
- Introduce formal resident satisfaction surveys with specific questions on complaint handling awareness
- Continue proactive engagement and early issue resolution
- Review the complaints policy to ensure continued Code compliance

## **Appendices**

Appendix A: Self-Assessment against the Complaint Handling Code 2024

Appendix B: Complaints Policy

Appendix C: Governing Body Response

**Report prepared by:** Asif Mughal

**Date:** 4 February 2026